national confidence, facilitated removal of all Reserve Bank of India (RBl) import restrictions and further liberalisation of import policy; and introduction of partial convertibility of the Rupee. Besides, the basic changes in the regulatory framework, will show results now.

Establishment of Grievance Redressal Authority for Banks

1763. SHRI SURESH PACHOURI: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that Government have established Public Grievances Redressal Authority to take action on the complaints received from the general public against the banks in the country;

(b) if so, what are the details thereof and at how many places in the country such authorities have been established;

(c) what is the number of complaints received by each of such authorities during the last three years; and

(d) what are the details of the cases where actions have been taken ?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI DALBIR SINGH): (a) and (b) The public sector banks have created internal and external machinery for redressal of customers' grievances. Internal machinery has taken the shape of complaint boxes at the branch level and grievance cells at the regional/ zonal offices and central offices of the banks. External machinery have been created in the form of customer service centres at selected centres.' Complaints received at these centres are followed up by the designated co-ordinating bank with the banks concerned for disposal.

(c) and (d) Information relating to the number of complaints received from the customers by the banks during the last 3 years and action taken. thereon is being collected and will be laid pa ths Table of the House.

Fraud in Car Import

1764. SHRI S. MADHAVAN: Will the Minister of FINANCE be pleased to state:

(a) whether Government's attention has been drawn to the news item published in the "Times of India" of the 25th March, 1992 captioned "car import fraud by PA and customs man";

(b) if so, whether Government have enquired into the allegations;

(c) if so, what are the details thereof; and

(a) what steps have been taken by Government to prevent such misuse of powers by Government servants ?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI RAMESHWAR THAKUR): (a) to (d) The Government is aware of the News item. The matter is being investigated by the C.B.I, *prima facie* it appears that a Personal Assistant in the Ministry of Finance, in conspiracy with other persons, fradulantly imported two cars on the strength of feb-ricated/forged documents. A case has been registered under the relevant provisions of the Indian Panel Code and the Customs Act, 1962. The Personal Assistant has been placed under suspension with effect from 20-3-92. The Customs and other investigative agencies remain alert against such fradulent contraventions of the law. Intelligence is targeted against such malpractices. The C.B.I, assists the Customs authorities in such matters.

Custom Duty on Pesticides

@ 1765. SHRI ASHOK NATH VERMA: Will the Minister of FINANCE be pleased to state:

(a) what are the names of the specified pesticides for which customs duty has been increased from 75 per cent to 110 per cent;

(b) what are the names of specified technical grade pesticides for which customs

@Previously- Unstarred Question 1373 transferred from the 8th May, 1992.